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Amcd.

continuation in part of co-pending application serial number 08/552,222 filed November 2, 1995, issued August 18, 1998 as United States patent no. 5,797,092, which was a continuation in part of copending application number 08/498,900, filed July 6, 1995, now abandoned, which was a continuation in part of application serial number 08/234,644, filed April 28, 1994, now abandoned. f1

In the Claims:

Please cancel claims 1-51 and 53-56.

Please amend claims 52 as follows:

Sob  
Cl  
A2

52. (Amended) A method of providing personalized directory assistance service at a directory assistance center, [The method of claim 50 wherein the attribute value identified a language spoken by the telephone subscriber, the method further] comprising:  
maintaining a first database of customer identifiers, a customer identifier being associated with a language identifier identifying a language spoken by a customer identified by the customer identifier;  
maintaining a second database of destination telephone numbers;  
receiving a call from a customer using a customer telephone;  
identifying a customer identifier associated with the customer call;  
retrieving a language identifier associated with the customer identifier from the first database;  
[assigning] connecting the customer call to a directory assistance operator [which is a speaker of the language] who is capable of communicating in the language represented by the language identifier;  
soliciting information from the calling customer in the language represented by the language identifier to enable the operator to search the second database for a destination telephone number of a destination telephone desired by the customer;  
searching the second database; and  
initiating a telephonic connection between the customer telephone and the destination telephone.

58-86

Please add new claims ~~57-85~~ as follows:

~~58~~  
57. (New) The method of claim 52, wherein the customer identifier associated with the customer call comprises a telephone number.

~~59~~  
58. (New) The method of claim 57, wherein the customer telephone number comprises the customer's ANI.

~~60~~  
59. (New) The method of claim 57, wherein the customer identifiers in the first database comprise telephone numbers.

*Rule 1.126*  
~~61~~  
60. (New) The method of claim 52, wherein the first database and second database comprise the same database.

~~62~~  
61. (New) The method of claim 52, wherein the first database comprises a subset of the second database.

~~63~~  
62. (New) The method of claim 52, further comprising the step of obtaining the language identifier from a telephone services provider associated with the customer.

~~64~~  
63. (New) The method of claim 52, further comprising the step of associating a customer identifier in the first database with a priority code.

~~65~~  
64. (New) The method of claim 63, wherein one or more call queues are provided.

~~66~~  
65. (New) The method of claim 64, further comprising the step of inserting a call from a customer having a customer identifier associated with a first priority code into a queue ahead of a call from a customer having a customer identifier associated with a second priority code.

~~67~~  
66. (New) The method of claim 64, further comprising steps of inserting a call from a first customer having a customer identifier associated with a first priority code into

a first call queue and inserting a call from a second customer having a customer identifier associated with a second priority code into a second queue.

<sup>68</sup>  
~~67~~. (New) The method of claim 52, further comprising the step of providing a greeting personalized to a customer having a customer identifier number.

<sup>69</sup>  
~~68~~. (New) The method of claim 52, further comprising the step of providing a closing personalized to a customer having a customer identifier.

<sup>70</sup>  
~~69~~. (New) The method of claim 52, further comprising providing a menu of directory assistance options personalized to a customer having a customer identifier.

<sup>71</sup>  
~~70~~. (New) The method of claim 52, further comprising the step of identifying a default set of directory assistance options from the customer identifier.

<sup>72</sup>  
~~71~~. A directory assistance system for providing personalized directory assistance services to a customer caller, comprising:

a plurality of inbound channels for receiving calls from customers having associated customer identifiers;

a plurality of outbound channels for attempting to establish connections to destination telephones;

a switch for receiving calls and customer identifiers associated with received calls;

a plurality of directory assistance service providers;

a first database of customer identifiers, a customer identifier in said database being associated with a language identifier;

a second database of destination telephone numbers;

a first server for searching said first database for a language identifier associated with a specified customer identifier;

a second server for searching said second database for a destination telephone number desired by a customer; and

a router for routing a call received at the switch to a directory assistance service provider that provides directory assistance in the language represented by the language identifier associated with the customer identifier identified from the received call.

73  
72. (New) The directory assistance system of claim 71, wherein a customer identifier comprises a customer telephone number.

74  
73. (New) The directory assistance system of claim 72, wherein the customer telephone number comprises a customer's ANI.

75  
74. (New) The directory assistance system of claim 71, wherein the customer identifiers in the first database comprise telephone numbers.

76  
75. (New) The directory assistance system of claim 71, wherein the first database and second database comprise the same database.

77  
76. (New) The directory assistance system of claim 71, wherein the first database comprises a subset of the second database.

78  
77. (New) The directory assistance system of claim 71, wherein the customer is associated with a telephone provider, and wherein the language identifier associated with each customer identifier is obtained from the telephone provider.

79  
78. (New) The directory assistance system of claim 71, wherein each customer identifier in the first database is further associated with a priority code.

80  
79. (New) The directory assistance system of claim 78, further comprising one or more call queues.

81  
80. (New) The directory assistance system of claim 79, wherein a call from a customer having a customer identifier associated with a first priority code is inserted into the queue ahead of a call from a customer having a customer identifier associated with a second priority code.

82  
81. (New) The directory assistance system of claim 78, further comprising a first call queue and a second call queue, wherein a call from a customer having a customer

identifier associated with a first priority code is inserted into the first call queue.

83

82. (New) The directory assistance system of claim 78, further comprising a voice server providing a greeting personalized to a customer having a customer identifier associated with a priority code.

84

83. (New) The directory assistance system of claim 78, further comprising a voice server providing a closing personalized to a customer having a customer identifier associated with a priority code.

85

84. (New) The directory assistance system of claim 78, further comprising a voice server providing a menu of directory assistance options personalized to a customer having a customer identifier associated with a priority code.

86

85. (New) The directory assistance system of claim 78, wherein the priority code associated with a customer identifier identifies a default set of directory assistance options.